



## ***Administrative Office of the Courts***

### **STAFF SERVICES DIGITAL PRINT SUPERVISOR**

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#### **Primary Purpose**

Provides professional printing and duplicating services to Washington's judicial branch of government including AOC, the Supreme Court, the Court of Appeals divisions and the Office of Civil Legal Aid.

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#### **Distinguishing Characteristics**

Reporting to the Staff Services Manager, this senior professional is an expert operator of printers and copiers who regularly applies independent judgment to determine project parameters and the most efficient/effective approach to meeting customer needs.

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#### **Duties and Responsibilities**

Consult with customers on complex inquiries about digital printing processes, job layout and scheduling; works with customers to determine their needs and how best to meet those needs.

Prioritizes and schedules jobs to be printed on the high speed digital printer; determines priorities; codes and bills work orders; processes production records for monthly reporting.

Sets up, operates and maintains the system used to receive electronic files; receives electronic files over the AOC network directly to the FreeFlow® and, using electronic image assembly, merges multiple files into one final print document for printing and/or storage; programs, scans and manipulates print jobs, and electronic files; creates and maintains programming for batch processing of electronic files within defined parameters.

Operates the FreeFlow® digital scanner, digital printer, color copier, CD burner, laminator and other equipment; maintains reproduction equipment and mail machines including troubleshooting, adjusting, and correcting equipment malfunctions; requests equipment repairs as necessary.

Supervises staff assigned to the reproduction center in operation of the FreeFlow® digital scanner, digital printer, color copier, CD burner; laminator and other related equipment; provides instruction, coaching and direction to staff in the operation, adjustment and care of equipment.

Analyzes operations continually to improve procedures, methods and production; stays knowledgeable of new and changing reproduction and duplication technologies.

Sets up and maintains an electronic library of department documents, contracts, and brief files; convert and compress files as requested; or make CD or DVD's.

Monitors inventory levels, orders supplies to efficiently maintain production levels; moves supplies and cases of paper (50 lbs. and up) to work area.

Provides back up coverage as needed within the Staff Services unit: receives, sorts, distributes, prepares and processes incoming and outgoing mail; assists in receiving/unloading incoming shipments and delivers to storage areas.

Performs other duties as required.

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### **Key Competencies**

#### **Agency values:**

- Integrity
- Honesty
- Accountability
- Teamwork
- Trust
- Respect
- Customer Service
- Communication

#### **Behavioral Competencies**

- Influencing
- Problem solving
- Planning/organizing
- Consulting
- Relationship building
- Tact/diplomacy

#### **Knowledge, Skills and Ability**

- Understands customer expectations and ensures work meets those expectations
  - Earns the trust and respect of customers through consistent honesty and excellence
  - Ability to adapt to change and be flexible in providing excellent customer service
  - Skill to communicate effectively with customers, colleagues and staff
  - Ability to multi-task and effectively coordinate multiple projects simultaneously
  - Ability to prioritize, effectively manage time and meet deadlines
  - Skill to manage staff, time, and resources to accomplish goals and objectives; ability to develop budgets, accurately assess resources needed to carry out planned actions
  - Accepts personal responsibility for the quality and timeliness of work; to include double checking material, avoiding duplication of effort and attention to detail
  - Ability to recognize problems and bring recommended solutions to supervisor
  - Excel in fast paced work environment, able to multitask and deal quickly with rapidly changing situations and priorities
  - Demonstrated ability to establish and maintain productive working relationships, respond effectively to changing needs and priorities, efficiently allocate resources, and create and implement program improvements
  - Knowledge of general office and warehouse safety requirements
  - Knowledge of proper procedures for lifting/moving objects weighing 50 pounds or more
  - Knowledge of recordkeeping for shipping and receiving; inventory compliance; tagging, equipment replacement and asset input
  - Responsible for following the Payroll Tracking Procedure
  - Ability to assist during emergency operations (fire alarms, building evacuations, security)
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## **Qualifications and Credentials**

High School graduation or GED equivalent **AND:**

Five (5) years of related work experience; including two (2) years of supervisory experience **AND**

Two (2) years of experience operating and maintaining FreeFlow® digital scanner, digital printer, color copier, CD burner, laminator and other equipment, or comparable reproduction equipment.

**OR**

An Associate's degree or equivalent two (2) years of vocational training AND two (2) years of demonstrated experience including programming and maintaining applications.

**OR**

A Bachelor's degree in Computer Science, Information Systems or related technical/business discipline AND one (1) year of demonstrated programming experience.

### ***Requirements***

- Knowledge of email, WORD, EXCEL, ADOBE ACROBAT, and other duplicating software including color correction/manipulation software.
- Valid Washington State Driver's license.
- Access to a vehicle and willingness to use the vehicle when a state vehicle is unavailable.
- Ability to lift, move and carry a minimum of 50 pounds of weight.
- Ability to work independently with little direct supervision.

### ***Desired Qualifications***

- Extensive experience with digital print and productions standards, such as InDesign, Adobe Acrobat Professional; PhotoShop; Corel PaintShop Pro; and Microsoft Office automation.
- Experience with digital communications, such as electronic file distribution, automated PDF delivery, and custom pages.
- Experience with conversion of various file formats to PDF.
- Experience with the printing and/mailling industries.

A combination of education and experience demonstrating a working knowledge of the duties and responsibilities of the Staff Services Reproduction Supervisor may substitute for the qualifications listed.

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## **SALARY RANGE: 49**

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- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position **is not** covered by the Fair Labor Standards Act (FLSA).

**07/15 Established**